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Stephen Klionsky, Esq.

August 10, 2005

Ms. Mary L. Cottrell
Secretary
Dept. of Telecommunications & Energy
One South Station
Boston, MA 02110

Re: Docket No. DTE 05-25 - Service Quality Annual Filing

Dear Ms. Cottrell:

This letter provides the response to requests for the information listed below.

With this filing, the Company has completed responding to all of the interrogatories requested by Staff >(and intervenors) during this proceeding.

Response to DTE-04 Interrogatories dated 07/28/2005
DTE4 - 001

Very truly yours,

Stephen Klionsky

SK/yv
cc: Service List

Witness: Michael T. Smith
Request from: Department of Telecommunications and Energy

Question:

In the response to DTE 3-2 the Company identified the Customer Outage Hours by circuit, the Customers Affected by circuit; and the Average Customers Served by circuit; Columns 2, 3 and 4 in the following Table 1 reflects the sum of the circuit information. Column 5, 6 and 7 in Table 1 reflect the SAIDI, SAIFI and CAIDI values given the information in Columns 2, 3 and 4.

Table 1: Circuit Information Totals

Column 1	Column 2	Column 3	Column 4	Column 5 Formula: [Col 2/Col 4] x 60 SAIDI using circuit totals	Column 6 Formula: Col 3/Col 4 SAIFI using circuit totals	Column 7 Formula: [Col 2/ Col 3] x 60 CAIDI using circuit totals
	Customer Outage Hours	Customers Affected	Average Customers Served			
2001	356,019.73	177,245	208,777	102.32	0.849	120.52
2002	586,302.23	258,905	212,541	165.51	1.218	135.87
2003	608,967.75	223,400	212,368	172.05	1.052	163.55
2004	433,637.34	195,651	219,573	118.49	0.891	132.98

- In theory should the sum of individual circuits (as reflected in Columns 2, 3, and 4) equal the Company total values that underlie the Company's system SAIDI, SAIFI and CAIDI values as reflected in the various Service Quality Annual Reports?
- If the answer to (a) is no, please explain why.
- Are the values reflected in Columns 5, 6 and 7 identical to the values reflected in the past and current Service Quality Annual Reports?
- If the answer to (c) is no then explain the reasons for the differences. If part of the explanation is that circuit information is missing from the Company's response to DTE 3-2 then submit a revised response to DTE 3-2.
- If it is necessary to submit a revised response to DTE 3-2 then please create a table similar to Table 1 reflecting revised information.

Response:

In theory, the sum of the individual circuits for customer outage hours and customers affected should represent the total values that underlie the companies system SAIDI, SAIFI, and CAIDI values except for small differences in regards to rounding associated with determining customer hours out to 2 digits at the circuit level rather than using the customer minutes values.

The column for average customers served may not exactly reflect the average customers served at the company level used for filing, because two different methodologies are used to determine circuit level and WMECO customer counts. At the circuit level, daily customer counts are captured and then from those daily values are averaged to determine the monthly customer counts which are used for calculating circuit reliability numbers. Customer counts for WMECO are

determined by taking a monthly snapshot at the beginning of the month. Since both of the customer count files have different methodologies, and are not taken at the same time, discrepancies arise when trying to compare the number of customers served at the WMECO level to the number obtained by totalling the average customers served on individual circuits.

This difference in customers served is what produces the small discrepancies between the table above and the reliability indices filed as part of WMECO's Annual SQI Filings. The table below shows the SAIDI, SAIFI, and CAIDI values filed in WMECO's Annual SQI Filings for the years 2001 through 2004 compared to the numbers calculated by the Department and listed in the table from the question above.

	Filed in WMECO SQI Filings			DTE 04-1 by DTE at Circuit level		
Year	SAIDI	SAIFI	CAIDI	SAIDI	SAIFI	CAIDI
2001	101.44	0.842	120.52	102.32	0.849	120.52
2002	166.16	1.223	135.87	165.51	1.218	135.87
2003	171.68	1.050	163.55	172.05	1.052	163.55
2004	121.91	0.917	132.98	118.49	0.891	132.98

As verification that the customer outage hours and customers affected, columns 2 and 3 from the table provided in the question, obtained by totalling the values at individual circuit levels, match exactly the information provided in WMECO's Annual SQI Filings, the CAIDI values in both cases are identical. The calculation of CAIDI involves only the customer outage hours and the number of customers affected, and does not utilize the average customers served as in the calculation of SAIDI and SAIFI. This, along with the explanation provided above concerning the differences between the average customers served at the circuit level and WMECO levels, explain the slight variation in SAIDI and SAIFI values between WMECO's SQI Filings and the Department's methodology reflecting values obtained using customers served at the circuit level in years 2001 through 2003.

The reason for a slightly greater variance in the 2004 calculations is related to WMECO's change in 2004 to a new Outage Management System, "OMS". Prior to 2004 WMECO utilized the Trouble Call and Interruption Analysis System, "TCIAS". In 2004 WMECO, as part of a Northeast Utilities initiative, implemented the Electronic Dispatching System, "EDS", as its new OMS. The new system is modeled to represent the actual electrical connectivity of the circuit, and captures all customers on the circuit, regardless of geographical location. WMECO has identified approximately 7,500 customers located in Connecticut, that are served from distribution circuits originating in Massachusetts which are reflected in the average customers served in 2004. In the previous OMS, customers served from circuits originating in Massachusetts but residing in Connecticut were not captured in the customers served by WMECO circuits. This explains why the number of customers served in 2004, as calculated by totalling the individual circuit customers served, and shown in the Department's table is 219,573 instead of the actual customer count of approximately 213,000 customers in WMECO.

WMECO continues to support the use of system-wide reliability measures of SAIDI, SAIFI, and CAIDI instead of individual circuit level measures.